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LOC.GOV/EVENTS



Librarian of Congress Carla Hayden welcomes public visitors back to the Library as operations resume following pandemic closures.

Library Leaders Outline Plans for Post-Pandemic Workplace

New flexibility in work arrangements are likely in fiscal 2022.

BY WENDI A. MALONEY

When the Library fully restores its operations later this year, staff can look forward to greater flexibility in their schedules, including more telework opportunities, as the requirements of their positions allow. Library leaders provided an early glimpse of the post-pandemic workplace during a virtual town hall staff meeting on July 7, along with a road map for the final phase of operations restoration.

"It is hard to believe that it's been 16 months since we were all together before the pandemic hit," Librarian of Congress Carla Hayden said. "We look forward to a more

normal future with some tweaks."

The Library closed to the public on March 12, 2020, to reduce the spread of COVID-19 and at the same time curtailed most on-site staff work. Under a phased plan to restore operations as COVID-19 diminishes, the Library has been gradually resuming on-site activities.

In June, when phase three of the plan commenced – the plan has three phases with multiple parts – the Library started welcoming researchers to reading rooms by appointment. Also as part of phase three, public visitors entered the

TOWN HALL, CONTINUED ON 6

DONATED TIME

The following employees have satisfied eligibility requirements to receive leave donations from other staff members. Contact Lisa Davis at lidav@loc.gov.

Lynette Brown
Tiffany Corley Harkins
Stephanie Jefferson

Linda Malone
Kenneth Mitchell

PHASED RETIREMENT APPLICATIONS INVITED

The Library is now accepting applications for phased retirement. The deadline to apply is July 29. The 2021 phased retirement timeline can be viewed [here](#).

Phased retirement is a human capital tool used to transfer knowledge and skills from experienced employees to others in a deliberate manner. It allows eligible and approved full-time employees who are planning to retire to work a part-time schedule and engage in knowledge transfer activities while beginning to draw partial retirement benefits.

Additional information on the application process and terms of phased retirement are available on the [Human Capital Directorate website](#).

Questions? Visit the AskHCD portal, send an email to AskHR@loc.gov or call (202) 707-5627.

STAFF SURVEY: HELP IMPROVE THE OCIO INTRANET

The Office of the Chief Information Officer (OCIO) is conducting a survey to gather feedback about its intranet pages and needs your input. To ensure that staff can find what they need on the site quickly and easily, the survey asks questions about how often you use the OCIO intranet, what information you'd like to see and any additional feedback you want to share.

The survey is available [here](#). It should take between five and 10 minutes to complete, and its results will be used to enhance and improve the features and content on the OCIO intranet.

Questions? Contact Emily Sprouse at esprouse@loc.gov.

NEW LCM ISSUE PUBLISHED

The July-August issue of the Library of Congress Magazine is now available as a [downloadable PDF](#) at www.loc.gov/lcm/.

IN THIS ISSUE: A journey through a quintessentially American phenomenon, the family vacation by car. Also, the Olmsted family's creation of an amazing array of public outdoor spaces, photographer Carol Highsmith's full-length portrait of America and the magazine's picks of national parks.



OIG WOULD LIKE TO KNOW

Report suspected illegal activities, waste, fraud, abuse and mismanagement in Library of Congress administration and operations to the Office of the Inspector General (OIG). A link to all Library regulations is available on the staff intranet at <http://staff.loc.gov/sites/rules-and-regulations>.

To make a report, contact OIG via the online form at www.loc.gov/about/office-of-the-inspector-general/contact-us/ or report anonymously by mail to 101 Independence Ave., S.E., LM 630, Washington, D.C., 20540-1060.

GAZETTE

LIBRARY OF CONGRESS

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MISSION OF THE LIBRARY OF CONGRESS

The Library's central mission is to engage, inspire and inform Congress and the American people with a universal and enduring source of knowledge and creativity.

ABOUT THE GAZETTE

An official publication of the Library of Congress, The Gazette encourages Library managers and staff to submit articles and photographs of general interest. Submissions will be edited to convey the most necessary information.

Back issues of The Gazette in print are available in the Communications Office, LM 143. Electronic archived issues and a color PDF file of the current issue are available online at loc.gov/staff/gazette.

GAZETTE WELCOMES LETTERS FROM STAFF

Staff members are invited to use the Gazette for lively and thoughtful debate relevant to Library issues. Letters must be signed by the author, whose place of work and telephone extension should be included so we can verify authorship. If a letter calls for management response, an explanation of a policy or actions or clarification of fact, we will ask for management response.—Ed.

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GAZETTE DEADLINES

The deadline for editorial copy for the July 30 Gazette is Wednesday, July 21.

Email editorial copy and letters to the editor to mhartsell@loc.gov and wmal@loc.gov.

To promote events through the Library's online calendar (www.loc.gov/loc/events) and the Gazette Calendar, email event and contact information to calendar@loc.gov by 9 a.m. Monday of the week of publication.

Boxed announcements should be submitted electronically (text files) by 9 a.m. Monday the week of publication to mhartsell@loc.gov and wmal@loc.gov.

Professional Development Reimagined During the Pandemic

Innovations in program offerings will continue.

BY TONYA DORSEY

As staff around the Library have worked to ensure continuity of patron services over the past year, the Talent Learning and Development Division (TLD) has made sure that professional growth remains an agency focus. Along the way, it has developed new strategies for offering learning and staff development that will carry over into the post-pandemic workplace.

Part of the Human Capital Directorate, TLD is currently focused on projects such as finding ways to reach a wider audience with our trainings, managing remote work and hybrid teams and curating remote learning tracks through LOC Learn. In addition, the team is exploring new vendors and class offerings for development programs to ensure quality in a virtual environment.

“The workplace has changed, and as a result, learning must change,” Norma Scott, TLD’s chief, said.

When staff were sent home in March 2020 to reduce the spread of COVID-19, some wondered how development programs would continue. Before the pandemic, the science and art of learning and development depended largely on an in-person paradigm. Learners walked into a classroom, they were met with hard-copy workbooks and they engaged in small- and large-group activities and discussions and formed important networking connections.

Before the pandemic, enhancing agency knowledge and relationship building across service units was a key learning outcome. Before the pandemic, one-on-one coaching was possible; new employees congregated biweekly in LM 654, then toured the Jefferson Building to get a grounding in agency history; and standing-room-only commencement ceremonies



Librarian of Congress Carla Hayden offers a virtual briefing to Leadership Development Program fellows on April 16.

were held in the Mumford Room. Then came the pandemic.

In the Leadership Development Program (LDP), fellows were two weeks into acting supervisory details, the first of their kind. Most were supervising for the very first time. Some who had never teleworked found themselves leading staff who had never teleworked. Fellows pulled together learning resources and facilitated weekly training sessions to ensure remote leadership skills were honed.

The Career Development Program (CDP) was put on hold for a few weeks while staff in positions that did not rely on computers acquired and familiarized themselves with agency laptops. At the same time, new employees were still being hired, and orientation was still needed.

Briefings and tours were converted into virtual presentations. Graduation ceremonies, an important culmination of LDP and CDP participants’ learning journey, were held virtually. The commencement ceremony for the 10th LDP cohort was prerecorded, and the 27th and 28th CDP commencement ceremonies were held on Zoom for Government.

The platform has allowed TLD staff to duplicate almost every aspect of the classroom experience, with breakout sessions and small groups serving as a critical success factor.

“All in all, once everyone settled into the new way of doing work, talent development adapted along with the rest of the agency,” Scott said. “I am proud of our team.”

Amid changes in service delivery, TLD’s team evolved. Susan Mordan White joined the team as CDP manager. I am serving as program manager for both LDP and supervisor development programs. Karen Young continues to manage new employee orientations and support LOC Learn. And Kaneshia Clark provides valuable administrative support.

As resources allow, the TLD team will continue to enhance service offerings, with plans to one day offer agencywide open enrollment in training to support hybrid teams, upward mobility programs, senior leader readiness programming and agencywide mentoring.

“Our team is not large,” Scott said, “but we are working to create efficiencies in our program management strategy to optimize offerings.” ■

Mandatory Staff Training Deadlines Approaching

The deadline for staff to complete the Library's annual Records Management Basic Awareness training course is Sept. 10. The deadline to complete IT Security Awareness is Sept. 17.

Records Management

The 2021 records management training is available through [LOC Learn](#). All Library staff, as well as contractors, interns and volunteers who handle Library records, must take the training. Under Library of Congress regulation (LCR) 5-810, all Library personnel are required to complete the course annually. Also per LCR 5-810, all new Library staff must complete the course within 30 days of their start date. It takes about an hour.

For questions about the content of the course, contact the Records Management Division at records@loc.gov. For technical assistance in accessing the course, submit a request through [AskHCD](#). More information about records management is available

on the [division's intranet page](#).

IT Security Awareness

All Library employees, contractors and volunteers with access to Library computers or other IT systems must take the IT security awareness course annually. It is designed to ensure that all Library IT users have a uniform understanding of security procedures and the ability to apply them in daily operations.

The course has been updated for 2021 and is available only through the Litmos web-based training application, which must be accessed while connected to the Library network. Follow the instructions below to access and complete the training.

1. While connected to the Library network, visit the Centrify/Idaptive portal: <https://loc.my.idaptive.app>. Note that all users must complete the course via the Idaptive portal. This course is not available on LOC Learn.

2. Click the Litmos icon. If you are unable to see Litmos or other application icons, click the F5 button on your keyboard to refresh the page or close your browser window, reopen your browser and visit <https://loc.my.idaptive.app>.

3. After clicking into the Litmos application, scroll down and click the "LC IT Security Training 2021" icon.

4. Proceed through the training and take the quiz after each module. It will take about an hour to complete the course.

5. After you have successfully completed all the modules, download and save a completion certificate as confirmation. To do so, click the "achievements" icon on the left menu bar, then click download.

If you need help accessing the course, contact ocioservicedesk@loc.gov or (202) 707-7727. For more information about mandatory security training, contact securitytraining@loc.gov. ■

Protecting Health and Safety On-Site

The Health Services Division (HSD) is continually reviewing the Library's COVID-19-related health and safety requirements and revising them based on local conditions and expert recommendations.

During phase three, part two, of the Library's plan to restore on-site operations, which began on July 8, staff working on-site must continue to adhere to the following health and safety requirements:

- Each day, staff coming into work on-site must conduct a self-assessment using the [Library's health screening tool](#). Do not come

to the Library if you have symptoms listed in the tool, even if you are fully vaccinated. Contact HSD at (202) 707-8035 or HSD-COVID-check-in@loc.gov.

- If you work on-site and are symptomatic, have been exposed to COVID-19 or have traveled, contact HSD for quarantine requirements.

- If you test positive for COVID-19, whether you work on-site or not, you must notify HSD.

- While working on-site, maintain 6 feet of distance from others.

- All unvaccinated individuals and all visitors must wear a mask while inside Library facilities.

- Fully vaccinated staff members are not required to wear a mask, except in certain situations that are detailed in this [Library announcement](#).

- Staff should wash their hands or use hand sanitizer regularly and clean commonly used surfaces frequently.

HSD encourages everyone who is eligible to get vaccinated against COVID-19. Badged Library employees can get a vaccine on Capitol Hill from the Office of the Attending Physician.

Questions? Contact HSD at hso@loc.gov or (202) 707-8035. ■

Your Employee Personal Page (EPP) is at www.nfc.usda.gov/epps/

QUESTION & ANSWER



Rae Enzie

Rae Enzie, a junior fellow in the Signature Programs Office, is completing a graduate degree in library and information science with a focus on archives management at Simmons University.

Tell us a little about your project.

I am working on the National Book Festival this summer. There are lots of different elements that go into planning and executing an event as big as the book festival, and the effort involves collaboration between multiple teams across the Library. My main focus has been collaborating with the Communications Office team.

I am performing an audit on the social media use of the authors and presenters for this year's festival. I am entering the information I find – covering the platforms they use, the frequency of their posts and the number of followers they have – into a spreadsheet. That makes it easier to view at a glance and spot trends about which social media sites are being used the

most, which are not being used and whether there are outliers – new social media platforms the festival may want to reach out to.

I am also creating a document that summarizes the information and provides conclusions and suggestions on how the Communications Office can use the data, such as drawing on authors' existing audiences when promoting the festival.

Describe a typical day.

I start by catching up on any emails I received while offline. I also attend National Book Festival planning meetings with the rest of the Signature Programs Office. When I don't have meetings, either to do with the festival itself or the professional development series that is a part of the Junior Fellows program, I spend most of my time researching authors and presenters on social media.

What have you discovered of special interest?

I've really enjoyed seeing the trends on what social media sites are being used the most and how platform use differs based on the demographics of the authors and presenters.

Generally, most authors and presenters have Twitter, Instagram and Facebook pages, although some have only Facebook. The next most popular site for authors to post on is Goodreads. Very few, if any, have public accounts on Tumblr or TikTok, even though those platforms have lots of posts about the authors or their books.

I have also found it interesting to learn about authors I haven't heard of before and find new books to add to my reading list. I think that is one of the great things about the National Book Festival, and I hope that attendees can find new authors as well!

What attracted you to the Junior Fellows program?

I have worked for smaller archives and cultural heritage sites before but never with a major public institution like the Library. I am really excited to work for an institution

as diverse and extensive as the Library and on a big event like the book festival.

How would you summarize your experience so far?

My experience has been very positive. I've really been enjoying the behind-the-scenes view of planning for the festival and learning about the different elements and roles that are necessary for a successful event.

Since we're working remotely this summer, it is a bit more difficult to connect with other fellows outside of my department. But I think we have all been taking advantage of the digital resources available to us, and I have been able to make a lot of connections.

Otherwise, I've been happy with being remote – it gives me a bit more flexibility and, honestly, makes it easier to learn the names of the people I'm meeting, since they are listed on Zoom!

Also, there are multiple fellows who also attend my university, so it has been great being able to reach out to them and discuss our shared experience with the university.

Is the fellowship influencing your career plans?

The fellowship has definitely further solidified my desire to work in libraries, archives and museums in some capacity. My undergraduate degree is in digital media and design and focused more on a commercial use of those skills. It's been great to be able to use my education in ways relevant to library science this summer, along with skills I've learned through my graduate degree program. I've been able to expand my understanding of the possible positions in this field.

I feel certain that what I've gained from the Junior Fellowship program will be relevant in a wide variety of possible positions, and I feel very prepared to begin my job search as I approach graduation next spring. ■

TOWN HALL CONTINUED FROM 1

Jefferson Building last week for the first time since March 2020. And, yesterday, the Library's major exhibitions opened to ticketed visitors.

The third and final part of phase three, representing restoration of full Library operations, will likely begin after Labor Day with the actual start date dependent on conditions at the time, Ed Jablonski, the Library's chief operating officer, reported.

It will not, however, be a return to the past, he said. Instead, "it will be guided by the experience gained during the pandemic."

Also speaking at the virtual town hall were Joe Cappello, the Library's chief human capital officer; Meg Williams, deputy general counsel; Shari Werb, director of the Center for Learning, Literacy and Engagement; Dr. Sandra Charles, the Library's chief medical officer and head of the Health Services Division (HSD); and Roberto Salazar, chief operating officer for the Library Collections and Services Group.

Cappello noted that he will chair a newly formed Library committee planning resumption of full operations. It has representation from service units across the Library and will identify actions, activities and services that need to be restored or restarted. Focus areas include direct services to support business operations, such as cleaning and logistics, and services to support employees, including cafeteria service and the fitness center.

Cappello also cited development of new policies as the Library moves toward a hybrid work environment that will likely incorporate more telework and flexible scheduling than in the past, drawing on insights gained from navigating the pandemic.

"Supervisors and employees will have the ability to leverage telework and flexible work schedules to support mission delivery and work-life balance," Cappello said of

the post-pandemic workplace.

Williams shared the framework being developed for future telework and other scheduling flexibilities.

Some positions, she said, will continue to require staff to be on-site every day. But most positions will likely be eligible for a combination of on-site and remote work.

"Our goal is to figure out how to strike a new balance with our routine, regular, ongoing telework," Williams said. "We need to be able to be flexible but still serve the Library's mission."

Service units are working with the Human Capital Directorate this summer to review position descriptions and assess the appropriate balance of on-site and remote work for each Library job, she said. The goal is to implement an updated system by Oct. 1, the start of fiscal 2022.

Regardless of position, all employees at the Library will be expected to work on-site between two and four days a pay period. With that as a minimum, service units will establish how many days their staff can telework based on their mission and goals, and staff will need to apply to telework as has been standard practice.

In addition to expanding telework, the Library also is considering an increase in the flextime band for teleworkers. So, for example, staff members might work with their supervisors to establish a schedule in which they telework in the morning, stop midafternoon to attend to personal matters, then continue to telework to complete the remainder of the workday.

"We want people to be able to have a stable schedule, both so they can plan their lives and plan their days and so that management can plan staffing and make sure people are available," Williams said.

Werb reported that almost 1,000 people a day have been reserving tickets to enter the Jefferson Building since the Library announced its limited reopening

to public visitors. Tickets for July 8 through 10, the first days of reopening, sold out by July 5, and a total of 2,107 people visited.

Ticketing limits crowds to 25 percent of the building's capacity, Werb said. To ensure everyone feels safe, Library staff now have radios to communicate with one another and wear branded apparel to make them easy to spot. In addition, hydration stations have been installed for filling personal water bottles.

Charles updated staff on COVID-19-related conditions in the local area and current health and safety protocols at the Library. She also urged staff to get vaccinated, describing vaccines, coupled with social distancing, hand hygiene and masking, as the "ultimate preventive measure" and the "key to controlling the spread of COVID-19."

Salazar reported on the reopening of reading rooms and plans to fully reinstate reading room operations once conditions permit. As of this week, 17 out of the Library's 20 reading rooms are open.

Following presentations, staff asked questions, including:

- Will the new telework policy coincide with the beginning of phase three, part three? (The goal is to implement new telework arrangements on Oct. 1. If the timing does not coincide, staff will return under their old telework agreements.)
- When will the credit union and cafeteria reopen? (The credit union reopened two days a week this week by appointment. The cafeteria will reopen in phase three, part three.)
- What is the percentage of staff who are vaccinated? (There are no definitive numbers, but rough estimates are between 50 and 60 percent.)
- Do staff need to report results of mandatory daily health self-assessments to HSD? (Staff must report to HSD only if they have a positive response to a question.)

[View a recording](#) ■